

6 FAH-5 H-050 INFORMATION RESOURCES

(CT:ICASS-5; 07-21-2006)
(Office of Origin: RM/ICASS)

6 FAH-5 H-051 INFORMATION SUPPLEMENTAL TO ICASS HANDBOOK

(CT:ICASS-5; 07-21-2006)
(Applies to participating ICASS agencies)

- a. **ICASS policy questions:** State e-mail listed under ICASSServiceCenter@state.gov. Located in the RM/ICASS Service Center. Supports all ICASS issues except software and hardware questions.
- b. **ICASS technical support:** State e-mail listed under "ICASS Technical Support" Assistance requests dealing with the operation of the software and any hardware-related problems should be directed to this address. The Department of State's Office of Information Management and Geneva Software, the contractor, will be responding to these inquiries.
- c. **ICASS documentation of policy or technical issues:** Intranet Website at <http://icass.state.gov>. Internet web page at <http://www.icass.gov>.
- d. **24-hour ICASS Help Desk:** Call 703-875-5447 for software technical problems.
- e. **ICASS Service Center (RM/ICASS):** Main number is 202-663-3260. The FAX numbers are 202-663-3275 and 202-663-1325, or contact via e-mail at ICASSServiceCenter@state.gov.
- f. **Help on agency billing codes and reimbursements:** 202-663-3588.
- g. **Training:** Classes are offered throughout the year at the National Foreign Affairs Training Center (NFATC), School of Professional Studies, Administrative Training. Telephone 703-302-6973.

6 FAH-5 H-052 ICASS AUTHORITIES

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(Applies to participating ICASS agencies)

For the Department of State, primary authorities are 22 U.S.C. 2684 and 2695. Non-State agencies might need to rely on the general authority of the Economy Act of 1932, as amended (31 U.S.C. S1535), which provides for the provision of goods and services on a reimbursable basis from one agency to another. Congress may have legislated Working Capital and other authorities to certain non-State agencies that allow them to offer administrative support under conditions that differ from those provided for in the Economy Act of 1932. In that case, those agencies rely on the authorities provided to them by Congress in providing ICASS services. The service provision is governed by the specific language of that legislation.

6 FAH-5 H-053 THROUGH H-059 UNASSIGNED